

June 6, 2007  
Marlene H. Dortch, Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554

Subject: DA 07-2017

Designation of 2-1-1 and 5-1-1 as abbreviated dialing  
codes

CC Docket NO. 92-105

Dear Secretary Dortch:

The Louisiana Association of United Ways (LAUW) hereby submits its Reply  
Comments to Public Notice DA 07-2017, released May 7, 2007. The Public  
Notice

requested comments on the status of implementation of the 211 and 511  
Dialing Codes. Further, the Public Notice requested comments on actions  
the Commission

should take if these Dialing Codes are not widely used. The Louisiana  
Association of United Ways is limiting its comments to the status of  
Louisiana 2-1-1

(LA 2-1-1).

LA 2-1-1 is the largest comprehensive Information and Referral (I&R)  
system in Louisiana. Part of a growing national network, Louisiana is  
one of 19 states

that provides 2-1-1 services across the entire state. The system is  
coordinated and supported by the Louisiana Association of United Ways.

Our six 2-1-1

regional providers serve 64 parishes, reaching a population of  
approximately 4.3 million people. The statewide database provides  
information about

approximately 15,000 agencies. The LA 2-1-1 regional providers are  
Southwest Louisiana Education and Referral Center Inc./232-HELP/2-1-1,  
VIA LINK/2-1-1,

Baton Rouge Crisis Intervention Center/2-1-1, The Volunteer Center of  
Southwest Louisiana/310-INFO/2-1-1, United Way 2-1-1/United Way of  
Northeast Louisiana,

Shreveport SRO, Inc. d/b/a Centerpoint/2-1-1.

LA 2-1-1 helps citizens every day, and the system particularly proved  
its value during the 2005 hurricane season. Callers were connected to

the latest, most up-to-date information and resources, and volunteers and donors were directed to agencies most in need of their services and goods. Before Hurricane Katrina, the six regional 2-1-1 call centers received an average of 200 calls daily; during Hurricanes Katrina and Rita, 2-1-1 averaged 5,000 to 6,000 calls daily, peaking at 7,358. The call centers' specialists made a total of over 775,000 referrals in 2005 and 700,000 in 2006. Between 2005 and 2006 over 740,000 calls were made to the regional 2-1-1 providers.

The LAUW works closely with community partners, including the Louisiana Department of Social Services, Louisiana Governor's Office of Homeland Security and Emergency Preparedness, Louisiana Department of Health and Hospitals, Louisiana Service Commission, Louisiana Association of Non-Profit Organizations, Louisiana Department of Health and Hospitals, Louisiana Department of Health and Human Services, and the Louisiana Public Service Commission, and have devoted significant time and resources to help enhance service delivery and system-wide redundancy; simplifying voice and resource communications across the state. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,  
El Cabrel Lee  
2-1-1 Statewide Coordinator

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